

# **FEATURING BEST PRACTICES OF STATE AGENCIES AND INSTITUTIONS OF THE COMMONWEALTH OF VIRGINIA**

## **Process Efficiency**

### **Return Form**

**Virginia Department of Motor Vehicles  
implemented this best practice  
in 1998**

*Qualifying under the  
Best Practices catalogue*

3 Provide Capabilities  
31 Manage resources and capabilities  
312 Deliver products and services to customers

### **Best Practice Summary (how it works, how you measure it)**

When customers visit a DMV Customer Service Center and they do not have all of the appropriate documents to complete their transaction, they are given a "Return Form." With this form, the customer can come back into the Customer Service Center, not wait and return to the customer service representative who waited on them previously or the next available customer service representative. The customer is directed to the appropriate window by the information counter representative.

### **Impact on the Process Organizational Performance (OUTCOMES)**

This allows customers to receive faster and more efficient service from the customer service representative familiar with their situation.

## **Best Practice Qualification**

Based on high level of customer and employee satisfaction with process.

## **For Additional Information**

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